Technical information

Service charger for Beo6

Information valid for: Beo6, Configuration Tool

Last modified: 19-03-2014 13:25:23

Symptom

We have a problem with our Beo6 remotes where they, when in low power condition, can enter boot loader mode and are difficult to start up again.

We have released a firmware for Beo6 that will prevent the situation from re-occurring, but in order to update a remote, it will have to be operating.

Solution

Previously we have shared an instruction that involved charging the battery externally or replacing it in order to have enough power to exit the boot loader mode.

To improve on this, we have produced a service charger for Beo6 that allows for both configuring as well as charging. It is designed to be connected to both the standard charger as well as the USB port on the configuring PC.

When the remote is placed in the dock and charged from the standard charger, it will in most cases have enough power to exit the boot loader mode when configured from Configuration Tool.

The remote is considered configurable when it presents the serial number and when the arrows in the top line of Configuration Tool are white. If the Beo6 display is still black, this is an indication that the Beo6 is in boot loader mode. (This is OK)
If the serial number is not presented in Configuration Tool, exchange the battery and connect to Configuration Tool again.

Try loading the firmware and configuration into the remote.
If this fails, leave the Beo6 in the service charger for 15 minutes and try again.

We have seen that it sometimes requires a couple of attempts to load the firmware and configuration into the remote. If it still fails, leave the Beo6 in the service charger for another 15 minutes and try again. A standard charger can also be used.

In boot loader mode, the battery charging is enabled for <u>only</u> two hours (counts from the first time the Beo6 is placed in a charger). It is important that programming is attempted within this two-hour period.
After the two-hour period, you will need to leave the Beo6 to fully discharge before trying again. This will take approx. 2-3 hours. Unfortunately, it is not possible to identify when the Beo6 is fully discharged - because the screen is also black in boot loader mode.

The charger can be ordered with part no. 8089005 - 'Service Charger for Beo6'.

Since we are more or less giving these chargers away, we require the acceptance from your local service manager to order the charger.

If required, the USB cable can be prolonged using a standard USB cable.